

### **Mass Care 7-X7 - Support to Evacuees**

Primary Agency: American Red Cross (Red Cross)

Support Agencies: Illinois Board of Higher Education (IBHE)  
Illinois Community College Board (ICCB)  
Illinois Department on Aging (IDoA)  
Illinois Department of Human Services (IDHS)  
Illinois Department of Public Health (IDPH)  
Illinois Department of Transportation (IDOT)  
Illinois Emergency Management Agency (IEMA)  
Illinois National Guard (ILNG)  
The Salvation Army (TSA)  
Illinois State Board of Education (ISBE)  
Illinois Central Management Services (CMS)  
Illinois Voluntary Organizations Active in Disasters (ILVOAD)

#### **I. Introduction**

##### **A. Purpose**

1. Provide strategic guidance, coordination, processes for implementation of support to those evacuating from a disaster.

##### **B. Scope**

1. This appendix builds upon concepts and guidance provided in IEOP Annex 7, Mass Care.
2. This appendix covers all aspects of mass care (sheltering, feeding, distribution of emergency supplies, reunification, and animal welfare) exclusively within the scope of supporting evacuations between the disaster area and each individual's short- or long-term housing solution.
3. This appendix addresses both Evacuation Sites and Reception Centers. Evacuation Sites are defined as locations within or immediately adjacent to the disaster zones where the affected populations gather for evacuation information and assistance. Reception Centers are locations to which evacuees travel to receive recovery service information and locations of short-term housing solutions.
4. This appendix addresses coordination of priorities and resources between governmental and nongovernmental response agencies.
5. This appendix supports all evacuees regardless of State or Country of residency or citizenship. Evacuations may take place within, into, or out of the state of Illinois.
6. End state for state evacuation support will be met when local jurisdictions no longer require state support and there are no imminent life safety concerns.

7. This appendix does not address the following:
  - a) Mass care functions after evacuees have been relocated to short- or long-term housing solutions, see relevant appendices under IEOP Annex 7, Mass Care.
  - b) Site security at all operations, see IEOP Annex 16, Law Enforcement Coordination and Management.
  - c) Evacuation route facilitation and maintenance, see IEOP Annex 4, Transportation.
  - d) Processing and vaccinating of animals, see IEOP Annex 7, Mass Care, Appendix 7-X6 Animal Welfare.
  - e) Decontamination procedures of evacuees and their belongings at reception sites (work with MABAS and State Fire Marshal).
  - f) Procurement of all resources, see IEOP Annex 9 Resource Management and Logistics.

C. Policy

1. All policies identified in Annex 7, Mass Care remain in effect.
2. To extent possible, State will provide fuel, food and water support to evacuees based on life safety or life essential needs.
3. Local jurisdictions have primary responsibility for all mass care operations, including the establishment and management of evacuation sites and reception centers.
4. State support to evacuees will be prioritized to state designated evacuation routes and facilities.

D. Situation Overview

1. A disaster has occurred requiring mass evacuations into, within, or out of Illinois.
2. One or more of the triggers for activation are present.

E. Assumptions

1. Local jurisdictions are overwhelmed and require state support with the evacuation.
2. Immediate (0-24hr) evacuees will be comprised mostly of self-evacuating residents.
3. Intermediate (24hr+) evacuees will be transported through public or other specialized transport.

4. Evacuees will leave disaster zone(s) quickly and without all necessary resources.
5. Some evacuees will require physical transportation assistance.
6. Fuel shortages among evacuees along evacuation routes will require state support.
7. Family members will evacuate separately and require reunification.
8. Host communities will not be prepared to receive evacuees.
9. Evacuation routes will be impacted by factors including but not limited to damage, weather, road construction and agricultural equipment.
10. Evacuees will be accompanied by household pets, service animals, livestock and exotic pets.
11. Mutual aid assistance will be required.
12. Voluntary and community based organizations will respond in accordance with established charters or agreements and coordinate with local jurisdictions.
13. Resources will be limited by location, training and operational readiness.
14. Responders will require just-in-time training.
15. Wide-spread communication outages and overwhelmed system capabilities will necessitate alternate communication methods.
16. Medical and behavioral health support will be required.
17. Lack of integrated and interoperable systems designed for evacuee tracking will contribute to the complexity of accountability.
18. Access and functional needs among evacuees will necessitate specialized assistance.
19. Some evacuees will not seek assistance.

## II. Concept of Operations

### A. General

1. Triggers for activation:
  - a) The number of evacuees exceeds the capacity of the local affected or host jurisdiction(s) to provide care and resources;  
or

- b) Poor evacuation route conditions or lack of personal evacuee resources along the route.
- 2. Local jurisdictions have the primary responsibility to ensure that adequate resources are available to meet the needs of the affected population.
- 3. Public notification will occur prior to beginning and ending evacuation operations through AHJ or state-supported Public Information Officer (PIO), in accordance with IEOP Annex 5, External Affairs.
  - a) Public messaging will be done through multiple media types to reach the whole community, as applicable to the scope of the operation, including but not limited to:
    - 1) Radio
    - 2) Satellite
    - 3) Illinois Century Network (ICN)
    - 4) Digital messaging and social media
    - 5) Reverse 911
    - 6) Common carrier telephone/cellular
    - 7) Highway electronic/standard billboards
    - 8) Information boards at service operations sites
    - 9) Partner agency's capabilities and field personnel
- 4. Local jurisdictions will operate evacuation sites and reception centers and request support from governmental and nongovernmental agencies.
- 5. Requests for support will be directed through the State Emergency Operations Center (SEOC).
- 6. State support to evacuation operations is based on resource availability, capability, capacity and prioritization of effort.
- 7. The SEOC will coordinate state resources used in support of evacuation operations with responding agencies to avoid duplication of efforts and enable information sharing.
- 8. The SEOC will collect and combine data from responding agencies to determine scope and predict needs of the evacuation.
- 9. SEOC will assign agencies having the responsibility of accountability and safety of unaccompanied minors, vulnerable populations, individuals with access and functional needs, and individuals required to report location to a state agency.
- 10. Transportation methods will utilize governmental, nongovernmental and private sector resources as available and appropriate, and coordinate through SEOC to determine evacuation routes and destinations.

B. Operational Priorities

1. Safety of responders and evacuees.
2. Support evacuees in leaving the disaster area.
3. Maintain flow of traffic along evacuation corridors.
4. Provide basic life sustainment and support to evacuees.
5. Provide support to communities along evacuation routes.

C. Organization

1. Direction and Control

- a) The SEOC is the single point of coordination for state support to emergency supply distribution operations.
- b) State agencies and external organizations retain operational control of resources.
- c) The governor or designee has the authority to exercise overall coordination of resources belonging to the state.

2. Coordinating Elements

- a) AHJ and Partner organizations will determine mass care requirements and then coordinate with SEOC for state-provided support to limit duplication of efforts.
  - 1) Coordination will occur between fixed-site emergency supply distribution, mobile feeding operations and mobile supply distribution.
- b) The Business Emergency Operations Center (BEOC) will identify evacuation resources within private sector.
- c) Element Specific Support Function (ESSF) – Mass Care will be activated at the direction of the SEOC manager.
  - 1) A subunit specifically for evacuation support may be created under, or instead of, the entire Mass Care ESSF.
  - 2) Strategic and operational guidance on ESSF operations can be found in IEOP Base Plan, Appendix 4, Element Specific Support Function Coordination and Management.
- d) The Red Cross will coordinate with responding agencies to determine mass care requirements for evacuees.

- e) The SEOC may assign State Area Commands (SAC) & State Unified Area Commands (SUAC) may be set up to coordinate resource use for mass care operations within a specified geographical area.

3. Federal Coordination

- a) The SEOC is the single point of resource requests through FEMA.
- b) SEOC liaison officers (LNOs), state agencies, boards and commissions will coordinate with federal counterparts in accordance with enabling authority.
- c) Where evacuations involve more than one state, FEMA and federal partners will support states in coordinating efforts through each states' SEOC or AHJ.

D. System Capabilities and Structure

- 1. AHJs will coordinate with SEOC and mass care agencies to identify suitable locations for evacuation sites and reception centers and operate them in conjunction with facility owners.
- 2. The SEOC or SAC/SUAC will identify support sites essential to evacuation efforts and assign agencies to ensure that identified facilities have adequate resources.
- 3. Mobile Support Teams may be used to augment response.

E. Resource and Logistical Support Requirements

- 1. Resources and logistics support necessary to implement and sustain operational capabilities will be provided through processes established in IEOP Annex 9, Resource Management and Logistics.
- 2. Distribution of emergency supplies along the roadways will be coordinated by Red Cross, IDOT, and supporting agencies in accordance with Mass Care 7-X3 Distribution of Emergency Supplies.

III. Roles and Responsibilities

A. American Red Cross (Red Cross)

- \_\_\_ 1) Identify Red Cross resources to support evacuation efforts
- \_\_\_ 2) Obtain situational awareness from SEOC and relay to relevant ARC units
- \_\_\_ 3) Share Red Cross actions and information with the SEOC:
  - a) Status of shelters
  - b) Status of evacuee support

- c) Special and specific needs of evacuees
- d) Reunification programs

\_\_\_ 4) Coordinate activities of support agencies through the SEOC and ESSF.

B. Illinois Board of Higher Education (IBHE)

\_\_\_ 1) Coordinate use of facilities when requested by SEOC.

\_\_\_ 2) Provide support staff for reception sites to include maintenance, janitorial, trained medical staff and foreign language interpreters.

C. Illinois Community College Board (ICCB)

\_\_\_ 1) Coordinate the use of community colleges as mass care facilities.

\_\_\_ 2) Coordinate assignment of external resources and personnel with specialized skills (e.g., food service staff, foreign language interpreters, mental health personnel, health care personnel and logistics staff) available to assist in mass care.

D. Illinois Department on Aging (IDoA)

\_\_\_ 1) Notify the Area Agencies on Aging (AAAs) and determine the role of the aging programs in providing assistance to older adults and family caregivers.

\_\_\_ 2) Work the AAAs in assessing the impact of the disaster on older persons and convey assessment findings to IEMA.

\_\_\_ 3) Work with the AAAs to provide outreach services (face-to-face), follow-up and regular monitoring of service provider delivery of disaster related services.

\_\_\_ 4) If needed and available, IDoA and AAAs will work with other disaster organizations such as the Red Cross to arrange for the use of senior centers as mass care shelters and food preparation sites.

\_\_\_ 5) If needed and available, IDoA and AAAs will work with senior centers to provide transportation of older adults to mass care facilities.

\_\_\_ 6) Work with 13 regional offices for situational awareness and outreach to local known senior centers, assisted living centers and long term care facilities.

\_\_\_ 7) Identify IDOA or other transportation services for physical evacuation.

\_\_\_ 8) Use of congregate kitchens to augment feeding needs.

\_\_\_ 9) Use of Older Americans Act funding if Federal Declaration is accepted.

E. Illinois Department of Human Services (IDHS)

- \_\_\_ 1) Coordinate staff and resources to provide IDHS services at reception centers.

F. Illinois Department of Public Health (IDPH)

- \_\_\_ 1) Coordinate medical services at all evacuation sites, routes and reception centers.
- \_\_\_ 2) Coordinate collection, receipt, compilation, development and dissemination of situational reports on threats to public health, public welfare and the environment.
- \_\_\_ 3) Monitor and advise SEOC on healthcare facility status.
- \_\_\_ 4) Coordinate with SEOC and MABAS for additional EMS services and resources.
- \_\_\_ 5) Coordinate with local health departments to monitor public health needs.

A. Illinois Department of Transportation (IDOT)

- \_\_\_ 1) Coordinate the suspension of road maintenance, tolls, weigh station and truck stop requirements for those evacuating out of an impacted area.
- \_\_\_ 2) Provide road closure updates to the SEOC for public dissemination through SEOC PIO.
- \_\_\_ 3) Provide signage for use as information update boards along evacuation routes.

B. Illinois Emergency Management Agency (IEMA)

- \_\_\_ 1) Sharing intel with all mass care support agencies.
- \_\_\_ 2) IEMA Public Information Officer collect and disseminate information and public messaging from support agencies.
  - a. Relay public messaging through modes available to evacuees in transit.

C. Illinois National Guard (ILNG)

- \_\_\_ 1) Coordinate resources to assist with flow of traffic along evacuation routes.
- \_\_\_ 2) Coordinate resources to provide force security and protection along evacuation routes, to include requirements for personnel and resources involved in evacuation operations.
- \_\_\_ 3) Coordinate resources to assist with distribution of sustainment requirements for evacuees along evacuation routes.



D. The Salvation Army (TSA)

- \_\_\_ 1) Notify partner agencies.
- \_\_\_ 2) Share information between Salvation Army and SEOC.
- \_\_\_ 3) Obtain situational awareness from SEOC and relay to relevant Salvation Army units:
  - b) Locations of reception centers
  - c) Evacuation routes
  - d) Safety concerns
- \_\_\_ 4) Share the following Salvation Army actions and information:
  - a) Status of emotional & spiritual care support
  - b) Status of evacuee support
  - c) Special and specific needs of evacuees
  - d) Reunification programs
- \_\_\_ 5) Notify SATERN (Salvation Army Team Emergency Radio Network)
  - a) Reunification efforts
  - b) Transmit evacuee manifests to ERC's and ERS's
- \_\_\_ 6) Coordinate activities of support agencies through the SEOC and ESSF.

E. Illinois State Board of Education (ISBE)

- \_\_\_ 1) Identify facilities for use in response operations.
- \_\_\_ 2) Assign staff to facilities as necessary to begin and maintain response operations.

F. Illinois Central Management Services (CMS)

- \_\_\_ 1) Assist IEMA in the procurement of resources to support evacuees.
- \_\_\_ 2) Assist in identifying translators and interpreters.
- \_\_\_ 3) Provide mobile vehicle maintenance support through traveling mechanics.
- \_\_\_ 4) Coordinate the use of CMS-managed state facilities and property, including state fuel depots and garages.
- \_\_\_ 5) Assist in recruiting state employees available for assignment to support evacuee movement.

G. Illinois Voluntary Organizations Active in Disasters (IL VOAD)

- \_\_\_ 1) Provide information and strategic awareness between SEOC and VOAD liaisons.
- \_\_\_ 2) Coordinate VOAD response activities.
- \_\_\_ 3) Communicate personnel needs between SEOC and VOAD liaisons for support staffing response efforts.

#### H. Other Organizations: General Considerations

- \_\_\_ 1) At the request of the SEOC manager:
  - a) Identify resources, facilities and personnel available to assist in reunification operations.
  - b) Coordinate notification, activation and deployment of resources, facilities and personnel available to assist in reunification operations.
  - c) Monitor and advise the SEOC on sustainment requirements for resources, facilities and personnel providing reunification operations support.

#### IV. Authorities and References

##### A. Authorities

- 1. All authorities found in IEOP Annex 7, Mass Care

##### B. References and Resources

- 1. All references found in IEOP Annex 7, Mass Care